

# Technical Journal

TITLE:

**CSD Stuck in Recovery Mode, iCUP**

<b>REF NO:</b> TJ 36555.3.0	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2023-02-24	<b>STATUS DATE:</b> 2023-03-02
<b>FUNC GROUP:</b> 3900	<b>FUNC DESC:</b> Media, navigation and communication	Page 1 of 5	

“Right first time in Time”

## Attachment

File Name	File Size
TJ_36555.PNG	0.2308 MB
TJ_36555_2.PNG	0.4893 MB

Rows beginning with \* are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

## DESCRIPTION:

If the Center Screen Display (CSD) shows a “Recovery Mode” message (see attached picture TJ\_36555), please follow advice shown under “Service.”

Possible Symptoms:

- CSD shows “No command” android-robot screen (see attached picture TJ\_36555\_2)
- Unable to communicate with the IHU, CSD, and AUD

CSD = Center Screen Display

IHU = Infotainment Head Unit

Q&A = Question and Answer list

\*OTA = Over The Air

\*AUD = Audio Unit Device

## CSC Customer Symptom Codes

Code	Description
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
KE	Touch input/Does not work

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**DTC** Diagnostic Trouble Codes

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-9999		-	202220-999952
225							2023-9999		-	202220-999952
227							2023-9999		-	202220-999952
235							2022-9999		0175000-0999999	202122-999952
236							2022-9999		0144000-0999999	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202220-999952
536							2021-9999		0000001-0999999	202037-999952
539							2022-9999		-	202139-999952

## SERVICE:

**\*\*\*Important: If the workshop or customer is able to reproduce this error state, please create a Support Needed Vehicle Report ASAP\*\*\***

Root cause is still under investigation.

As such, we ask that you collect the following information from the customer:

### Q&A list:

1 Q: When did the problem occur - at start up, while driving, after SWDL (VIDA/OTA), or when unpairing/pairing Volvo Car app?

A:

2 Q: How long after vehicle start did this Recovery Mode message appear?

A:

3 Q: Did the CSD reboot (“Volvo” text come up on CSD) just prior to the Recovery Mode message?

A:

4 Q: For how long time was the vehicle parked prior to this “Recovery Mode” message and what was the approximate ambient temperature during parking?

A:

- 5 Q: What functions were used just prior to the Recovery Mode message appearing (i.e. - starting voice assistant, starting Navigation, make/receive phone call, change profiles etc)  
A:
- 6 Q: Were there any features that disappeared at the same time (i.e. - loss of climate, driver support functions, etc)  
A:
- 7 Q: Will a double-tab on the CSD option labeled “Try again” on the CSD screen resolve the Recovery Mode message?  
A:
- 8 Q: Will a double-tab on the CSD option labeled “Factory Data Reset” on the CSD screen resolve the Recovery Mode message?  
A:

Please do not hesitate to include any additional information that may be useful in this investigation.

In most cases this Recovery mode can be resolved by performing a IHU reload.

### **Warranty claim info:**

Note that the TJ number must be stated in repair order text.

To get warranty claim accepted for a job described in this TJ, please use following data

VST OP number: 36004-2, Software control module downloading

### **VST Operation Number**

VST Operation Number	Description
36004-2	Software control module downloading

### **VEHICLE REPORT:**

Yes, please submit a Vehicle Report with this Q&A list added. Use concern area “Vehicle Report” and sub concern area “Support not needed”, use function group 3900.

**To view TJ attachments continue to next page. This TJ has two attachments.**

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